

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Annual Compliance Review, 2022

Docket No. ACR2022

CHAIRMAN'S INFORMATION REQUEST NO. 20

(Issued March 21, 2023)

To clarify the Postal Service's FY 2022 Annual Performance Report (*FY 2022 Report*) and FY 2023 Annual Performance Plan (*FY 2023 Plan*),¹ the Postal Service is requested to provide written responses to the following requests. These questions also clarify the Postal Service's responsiveness to the Commission's Analysis of the Postal Service's FY 2021 Annual Performance Report and FY 2022 Performance Plan (*FY 2021 Analysis*).² Responses should be provided to individual requests as soon as they are developed, but no later than March 28, 2023.

High-Quality Service

1. Please refer to the Postal Service's table listing "FY 2022-FY 2023 Targets and FY 2019-FY 2022 Actuals for Corporate-wide Performance Outcomes" on page 33 of the *FY 2022 Annual Report*.

¹ The *FY 2022 Report* and *FY 2023 Plan* are included in the Postal Service's FY 2022 Annual Report to Congress, which the Postal Service filed with the FY 2022 *Annual Compliance Report*. See Library Reference USPS-FY22-17, December 29, 2022, folder "USPS-FY22-17," folder "FY22.17.Annual.Report," PDF file "FY 2022 Annual Report to Congress.pdf" (*FY 2022 Annual Report*).

² Docket No. ACR2021, Analysis of the Postal Service's FY 2021 Annual Performance Report and FY 2022 Performance Plan, June 30, 2022 (*FY 2021 Analysis*). See also Docket No. ACR2020, Analysis of the Postal Service's FY 2020 Annual Performance Report and FY 2021 Performance Plan, June 2, 2021.

- a. Please provide an updated table that includes High-Quality Service performance indicator results for each quarter of FY 2022.
 - b. If the Postal Service cannot provide High-Quality Service performance indicator results for each quarter of FY 2022, please explain why.
2. Please refer to Docket No. ACR2022, Library Reference USPS-FY22-29, folder “MD serv perf results,” Excel file “FY22 ACR First Class Mail.xlsx,” tab “FCM On-Time Performance,”³ and the *FY 2022 Annual Report* at 33.
 - a. Please confirm that the “Single-Piece First-Class Mail Two-Day” performance result for FY 2022 was 91.34 as reported in the *FY 2022 Annual Report*.
 - i. If confirmed, please explain the discrepancy between this figure and the corresponding figure in the referenced Excel file of 91.61.
 - ii. If not confirmed, please explain.
 - b. Please confirm the “Single-Piece First-Class Mail Three-to-Five-Day” performance result for FY 2022 was 83.62 as reported in the *FY 2022 Annual Report*.
 - i. If confirmed, please explain the discrepancy between this figure and the corresponding figure in the referenced Excel file of 83.82.
 - ii. If not confirmed, please explain.
 - c. Please confirm the “Presort First-Class Mail Overnight” performance result for FY 2022 was 94.92 as reported in the *FY 2022 Annual Report*.
 - i. If confirmed, please explain the discrepancy between this figure and the corresponding figure in the referenced Excel file of 95.08.

³ In this question, figures from this Excel file are rounded to two decimal places for the purposes of comparison.

- ii. If not confirmed, please explain.
- d. Please confirm the “Presort First-Class Mail Two-Day” performance outcome for FY 2022 was 93.36 as reported in the *FY 2022 Annual Report*.
 - i. If confirmed, please explain the discrepancy between this figure and the corresponding figure in the referenced Excel file of 93.40.
 - ii. If not confirmed, please explain.
- e. Please confirm the “Presort First-Class Mail Three-to-Five-Day” performance result for FY 2022 was 91.49 as reported in the *FY 2022 Annual Report*.
 - i. If confirmed, please explain the discrepancy between this figure and the corresponding figure in the referenced Excel file of 91.41.
 - ii. If not confirmed, please explain.
- 3. Please refer to response to Chairman’s Information Request No. 17, and the *FY 2022 Annual Report* at 33.⁴ Please provide workpapers containing the calculation of the High-Quality Service performance indicator results, including those filed under seal.

Financial Health

- 4. Please refer to the *FY 2022 Annual Report* at 46. Please explain the process and factors the Postal Service considers in estimating planned FY 2023 Shipping and Packages revenues. In the response, please specifically confirm whether the Postal Service considers projections of U.S. e-commerce growth in estimating such revenues.

⁴ Responses of the United States Postal Service to Questions 1-11 of Chairman’s Information Request No. 17, March 10, 2023, question 2.

- a. If confirmed, please provide the projected level of U.S. e-commerce growth for FY 2023 and its relation, if any, to projected FY 2023 Shipping and Packages revenues.
- b. If not confirmed, please explain why the Postal Service does not consider projections of U.S. e-commerce growth in forecasting Shipping and Package revenues.

By the Chairman.

Michael Kubayanda